

Transcript

Susan:

"The only issue I have is that when we got there, there was nobody with Mum in this room, and she was rasping rather, you know, in a distressed state. And that made me a bit distressed because there was nobody there holding her hand. And obviously, we couldn't have been there, but it would have been nice if the nurse who'd rung us had stayed with Mum until we got there."

Staff Nurse, Oak Ward:

"And that is, to be honest, that isn't something that happens a lot, nurses sitting with dying patients. It's very difficult to find the time to do that. And obviously, families do what they feel they have to or can do, but they're not necessarily with the patient twenty four seven, and it's the first thing every relative will ask, 'Were they on their own when they died?' And then, if I'm truly honest, it's not, it's not something I would ever say 'Yes' to. Because I know how distressing that would be for someone."

Staff Nurse, Oak Ward:

"Some family, bless them, they'll come and then they'll just come in and they'll sleep on the chairs in the room so then you've got the problem, they won't know if that person, if their relative has died, and then if we have to come in and check them, we've then got to wake up the relatives, do you know what I mean?"